

Report to: Cabinet Meeting - 21 April 2026

Portfolio Holder: Councillor Lee Brazier, Housing

Director Lead: Suzanne Shead, Housing, Health and Wellbeing

Lead Officer: Julie Davidson, Business Manager – Housing Services, Ext 5542

<b>Report Summary</b>	
<b>Type of Report</b>	Open Report / Non- Key Decision
<b>Report Title</b>	Enhancing Tenant Engagement – Recognition Scheme
<b>Purpose of Report</b>	To set out proposals for introducing a recognition scheme to support widening the participation and representation of tenants as Tenant Engagement Champions including five places on the new Tenant Influence and Assurance Board and seek approval for its adoption and implementation.
<b>Recommendations</b>	That Cabinet: <ul style="list-style-type: none"> <li>a) approve the proposed recognition and incentivisation scheme set out in Section Two of Appendix A to the report; and</li> <li>b) note that proposed changes to the Tenant Engagement structure are to be presented to the Governance, General Purposes &amp; LGR Committee on 16 April 2026, with the final decision to be made at Full Council on 19 May 2026.</li> </ul>
<b>Alternative Options Considered</b>	To maintain current arrangements of voluntary, unpaid support.
<b>Reason for Recommendations</b>	The proposed recommendations strengthen tenant influence, participation and assurance within housing services and directly support the delivery of the Council’s Community Plan 2023–2027 by placing tenants at the heart of decision-making, and recognising the contributions of time, skills and experience to improve and scrutinise housing services to ensure they are responsive to the needs of Newark and Sherwood District Council tenants.

## **1.0 Background**

- 1.1 The report at **Appendix A** was presented to the Policy & Performance Improvement Committee (PPIC) on 13 April 2026, setting out the current arrangements for Tenant Engagement at the Council together with proposals to change the structure and introduce a recognition scheme to incentivise participation from tenants and a strategic and operational levels.
- 1.2 Due to timings of publication of agendas and meetings, the Cabinet will be updated with views from PPIC verbally at the meeting.
- 1.3 Cabinet is being asked to consider the recognition scheme that sits within Section 2 of the report in Appendix A, noting the existing mechanisms in place for tenants to get involved, influence and scrutinise services. The report also gives examples from other Registered Providers who offer a recognition scheme as part of their Tenant Engagement arrangements.
- 1.4 As the proposed changes to the structure of our Tenant Engagement Framework are included in the Council's Constitution, this report was presented to the Governance, General Purposes & LGR committee on 16 April 2026 with the final decision to be made at Full Council on 19 May 2026.
- 1.5 The Tenant Engagement team are currently recruiting for new involved tenants, and it is hoped that the ability to recognise the tenants time, skills and experience will increase applications, in turn increasing participation and representation.

## **2.0 Proposal/Options Considered**

- 2.1 The proposal is to introduce a structured recognition and incentives scheme for involved tenants and leaseholders. Details of the proposed scheme are set out in section 2 of the PPIC Report at Appendix A, noting there are maximum thresholds in place and dependant on personal circumstances, tenants may wish to opt-out of the scheme
- 2.2 The PPIC Report also sets out in detail the recruitment and appointment process, the levels of involvement available, demonstrating that involvement is structure and accountable and that tenants are valued without compromising their independence.
- 2.3 The alternative option to maintain current arrangements, would maintain the status quo and not address the challenges of removing the barriers to engagement which this scheme aims to address.

## **3.0 Implications**

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

Implications Considered			
Yes – relevant and included / NA – not applicable			
Financial	Yes	Equality & Diversity	N/A
Human Resources	N/A	Human Rights	N/A
Legal	N/A	Data Protection	N/A
Digital & Cyber Security	N/A	Safeguarding	N/A
Sustainability	N/A	Crime & Disorder	N/A
LGR	N/A	Tenant Consultation	Yes

3.1 The relevant financial implication has been copied below from the report in Appendix A for ease.

3.2 Financial Implications - FIN25-26/8311

The recommended proposal results in an annual cost of £9,950 from 2026/27. These charges will be reviewed at the end of each tenant champion cycle (every 2 years). The cost can be accommodated within the existing tenant engagement budget for 2026/27 and future years.

3.3 Tenant Consultation

Feedback from tenants included:

- Tenants co-created the new improved framework and support its adoption
- Engagement is vital for effective recruitment and skill development.
- The framework recognises tenants' contributions to improving and scrutinising housing services.
- Offers support so tenants can make informed decisions on whether to accept the financial rewards available within the new framework
- Tenants have a choice to opt out of financial recognition if preferred.

A full Equality Impact Assessment is attached at **Appendix B**.

**Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None